

Aging Issues

A PUBLICATION FOR NEW HAMPSHIRE'S OLDER CITIZENS

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Fall 2005

More Than 500 Concerned Citizens “Speak” to the White House

The Fifth Annual NH Conference on Aging gave more than 500 New Hampshire citizens the unique opportunity to relay their concerns to the White House about important aging issues. They also had a chance to hear from Marie Smith, National President of AARP, and to attend numerous workshops and exhibits. Family caregivers were able to obtain resource information and relax in the “caregiver lounge”, a special living-room style setting.

Hosted by NH Public Television’s Beth Carroll, the “NH Speaks” segment kicked off the conference, which was held on May 26 at the Radisson Hotel in Manchester.

“The conference provided a once in a decade chance to hear what New Hampshire people have to say, and now we’ll bring those messages to Washington,” said Doug McNutt, Administrator of the DHHS Bureau of Elderly and Adult Services.

During “NH Speaks,” a facilitated discussion was conducted at individual tables. Conference participants discussed the challenges and obstacles that NH seniors face regarding independent living. Here are the top five:

- ◆ **Transportation.** More affordable transportation choices are needed. Transportation programs should be “on-demand”, accommodate those with special needs and enable people to get to long-distance medical appointments. There should be coordination of transportation resources both at the state and local levels.
- ◆ **Housing.** Seniors need more affordable housing choices. Community planning should take into the consideration the needs of aging persons. When housing is developed, this should be coordinated with other initiatives, such as transportation.
- ◆ **Financial needs.** Many older persons have expenses that exceed their incomes and cannot pay for rent, food, home care and other expenses. Reducing the tax burden is critical, as well as providing more assistance in areas such as housing and home care. Outreach should be provided on available financial assistance programs.
- ◆ **Medication issues.** The high cost of prescription drugs continues to create difficulties for many seniors. There should be continued improvements to the pre-



From left to right: Jack Briggs, retired Marketing Information Manager, Gloria Driggers, Consumer Assistance Administrator, and Paul Ramsey, Vice-President of Customer Services, all from Public Service of New Hampshire, the leading sponsor of the 2005 Conference on Aging; Arlene Kershaw, Director of Elder Programs at Easter Seals of NH (standing) and Meghan Brady, of the NH Coalition on Aging Services (sitting), both Co-Chairs of the Conference on Aging Planning Committee; Dick Chevrefils, NH State Director of AARP; and Marie Smith, National President of AARP and keynote speaker at the 2005 Conference on Aging. Photo credit: Rob Raiche Photography

scription drug benefit under Medicare, and consistency in prescription drug prices at the retail level. Paperwork could be reduced by creating a single payer system. Educational programs are also needed on managing medications.

- ◆ **Isolation.** More supports are needed to help seniors who live alone. There should be more outreach on all levels, to explain the benefits of senior centers and other available programs. Expanding transportation options and programs, such as Senior Companion, would also be beneficial.

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Dr. Mendon MacDonald Honored

■ By Robert Montgomery and Margaret Morrill

Dr. Mendon MacDonald, outgoing Chairman of the State Committee on Aging (SCOA), was honored at a luncheon held on August 1 at the Common Man restaurant in Ashland (NH). The luncheon was attended by SCOA members (past and present) and by MacDonald’s wife Bette.

The State Committee on Aging is responsible for identifying the concerns of New Hampshire seniors to state administrators and policymakers and for making recommendations that will improve their well-being and quality of life. MacDonald was first appointed to SCOA in 2000 and has been Chairman since 2002. His term as Chair ended this summer but he will continue as a SCOA member. Governor Lynch has appointed Susan Presby, now in her fourth year as a SCOA member, as the new Chair.

At the August 1 luncheon, Dr. Owen Houghton, Vice-Chair of SCOA, quoted from the Book of Job, “Is there not wisdom among the aged?” (Chapter 12, Verse 12), and praised the retiring chairman’s “compassion, understanding of human needs, and endless zeal for advocating for the aged and infirm”.

Houghton was followed by Robert Montgomery (Goffstown), who presented MacDonald with a certificate of service signed by SCOA members, awarding him the title of “chairman emeritus” in perpetuity. Susan Presby then presented MacDonald with a hibiscus tree, pointing out that it represents the bond of friendship between him and the SCOA members who served during MacDonald’s term. “The trunk of this tree is you,” Presby told MacDonald, “and each branch represents one of the friends who have gathered here to honor you today.”



A native of Manchester, MacDonald is a 1951 graduate of the University of New Hampshire, and a 1955 graduate of the University of Pennsylvania Medical School. MacDonald practiced medicine at the Laconia Clinic for 22 years and was also the Medical Director at NH Blue Cross-Blue Shield for 10 years before retirement. (MacDonald noted that this was while NH Blue Cross-Blue Shield was still a non-profit entity.) In addition to serving on SCOA, MacDonald has also given his time to numerous other organizations. He and his wife live in Laconia and have three children and nine grandchildren.

Reflecting on his experience, MacDonald said, “It has become abundantly clear to me that the State

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NH Delegates To Attend White House Conference

On June 1, the White House announced the names of the delegates to the 2005 White Conference on Aging (WHCoA) scheduled for December 11-14.

The New Hampshire delegation includes two delegates named by Governor John Lynch and four named by members of New Hampshire’s Congressional delegation.

The gubernatorial delegates are Dr. Stephen Gorin (Plymouth) and Barbara Salvatore (Bedford).

The Congressional delegates are Hon. Mary Griffin (Windham) named by Senator Judd Gregg; Stephen Mathieu (Manchester), named by Senator John Sununu; Juliana Bergeron (Keene) named by Rep. Charles Bass; and Todd Ringelstein (Center Harbor) named by Rep. Jeb Bradley.

Additional At-Large delegates to the conference will be named by the WHCoA Policy Committee based on an open application process that ended on June 1.

The 2005 WHCoA is the fifth such conference in our nation’s history, and 1200 delegates from throughout the country will vote on resolutions and develop implementation strategies that will help the President and Congress shape aging policies for the next ten years and beyond. Said WHCoA Policy Committee Chairman Dorcas R. Hardy, “Each of us has an incredible opportunity to take action that will benefit current and future generations of American seniors. I look forward to greeting all the delegates when they come to Washington, DC energized and ready to make history.”

Past White House Conferences on Aging have contributed to the establishment of many key aging programs such as Medicare and Medicaid, the Older Americans Act, the Supplemental Security Income Program, Social Security reforms, and establishment of the National

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“By 2020, the number of New Hampshire citizens aged 65 and older will double from 163,615 to 332,178. People are living longer, and may be coping with complex care needs involving physical or mental illness or developmental disability. *Aging Issues* provides resource information to seniors living in both long-term care and community-based settings that will help them meet their care needs, live in dignity and safety, and as independently as possible. *Aging Issues* strives to keep pace with the changing needs of New Hampshire seniors and to recognize the valuable contributions they make to our State.”

Jo Moncher, Executive Editor, *Aging Issues*

CITIZENS SPEAK TO THE WHITE HOUSE

A summary of the "NH Speaks" comments will be provided to the White House Conference on Aging (WHCoA) scheduled for December 11-14 2005.

In her keynote address, AARP National President Marie Smith stressed the importance of recognizing and valuing seniors and of refuting myths about aging.

"Everyone must realize that we continue to grow in later life – that we can continue to learn in later life – that we do not lose our wisdom, our knowledge, our skills, or our creativity in later life. They must realize that later life is, in fact, a chance to reinvent ourselves and, yes, to realize the cherished hopes and dreams of our youth-not to abandon them."

One common myth is that older workers are unproductive, and unable to learn new technologies. Study after study shows otherwise.

"Older workers are recognized and valued for having a good work ethic and for providing experience, knowledge and stability in the workplace," said Smith. "They are viewed as loyal workers who can be counted on in a crisis. All of these attributes make them desirable workers in our service-oriented economies."

Smith discussed the importance of providing access to health



Visitors check out the exhibit from Seniors Count, one of the forty exhibits at the Conference on Aging. Administered by Easter Seals of NH, Seniors Count is a community collaboration project initiated in Manchester, NH, to help seniors at risk. The project may expand to other locations.

care services, strengthening the Social Security system, building or modifying houses to accommodate older people, and of providing safe, affordable and accessible transportation. She also emphasized that seniors can help maintain good health in their later years by following a healthy diet, and taking regular exercise, such as walking.

To read the complete text of Marie Smith's speech, as well as the report on "NH Speaks", visit the BEAS website at www.state.nh.us/DHHS/BEAS.

- 2006 Conference on Aging -
Wednesday, May 24, 2006
Radisson Hotel, Manchester, NH

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More than 500 people attended the 2005 Conference on Aging, an increase of twenty-six percent over last year! Mark your calendars for next year's conference scheduled for Wednesday, May 24, 2006. The 2007 Conference on Aging will be held in New Hampshire's North Country (date and location to be determined).



Becky May, Co-Director of Rockingham County ServiceLink, leads a discussion at one of the tables during the "NH Speaks" segment of the Conference on Aging.

BEAS UPDATE

BEAS ADMINISTRATOR NAMED

DHHS Commissioner John Stephen has named Doug McNutt to be the permanent Administrator of the Bureau of Elderly and Adult Services (BEAS). McNutt has been acting in that capacity for the last several months at the Commissioner's request. He also served as the head of BEAS from July 2003 to April 2004.

An attorney, McNutt brings extensive knowledge and experience to the Bureau Administrator's position. He was the Elderly Legal Services Developer for the former NH State Council on Aging and directed a senior citizens law project in St. Cloud, Minnesota. This was a four-county program which provided legal services to senior citizens.

McNutt began his work with DHHS in 1992 and provided legal and policy consultation for several DHHS programs. He also administered several program areas in BEAS, including Medicaid, adult protective services, and home and community-based services, and also coordinated nursing home issues.

McNutt currently lives in Concord (NH) with his wife and two daughters.

BUDGET INCLUDES PROVIDER RATE INCREASES

The 2006-2007 budget includes 4.6% rate increases, the first for most programs in three years. The rate increases are for nursing facilities and for services provided under the Home and Community-Based Care Program (HCBC-ECI). Those services include adult day services, homemaker services, home health care, home-delivered meals, skilled nursing services, personal care and respite care.

There is also a 20% rate increase for providers of the midlevel care program (residential care facilities), which is the second increase within the last year, and represents a major commitment to this service.

Also included in the budget is \$60,000 in funding for senior wellness programs (please see the Commissioner's column on page 3 of this edition).

STATE PLAN ON AGING

The new State Plan on Aging will be effective from October 1, 2005 to September 30, 2007. The plan constitutes New Hampshire's application for federal funds appropriated under the Older Americans Act.

The Plan describes the services provided to elders and persons with disabilities under the Older Americans Act, the Social Services Block Grant, Medicaid, and other programs. These services provide critical sup-

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NH DELEGATES TO ATTEND CONFERENCE

Institute on Aging. Past Conferences also led to the creation of a national nutrition program for older persons, and establishment of the national aging network.

The theme for the 2005 WHCoA is "The Booming Dynamics of Aging: From Awareness to Action". The theme reflects the changing face of aging in America. The 2005 WHCoA is mandated by the Older Americans Act to focus on the interests and needs of current seniors as well as the 78 million baby boomers who will begin to turn 60 in 2006.

Leading up to the WHCoA have been approximately 300 local, state and national events held across the

nation involving more than 60,000 people, with more anticipated. These events include WHCoA Listening Sessions, Solutions Forums, Mini-Conferences and Independent Aging Agenda Events. In New Hampshire, such events included the NH Conference on Aging (see separate article on page one) and the NH Conference on Rural Mental Health, Substance Abuse and Aging held on June 17 at Plymouth State University.

To obtain more information about the WHCoA, visit the website at <http://www.whcoa.gov>.

Information for this story was provided by the WHCoA Press Office.

AARP and BEAS Launch Money Management Program

By Margaret Morrill

A new money management program for elders living in the greater Berlin and Nashua areas will begin on September 1, thanks to a partnership between AARP and the Bureau of Elderly and Adult Services (BEAS).

Based on a national model developed by AARP in the 1980s, the program will use well-trained volunteers to help elders and persons with disabilities to budget money, sort and organize bills, write and mail checks, and balance their checking accounts.

Many people are at risk of losing their independence due to an inability to manage their financial affairs. The Money Management Program can help prevent this, says David Siress, the BEAS administrator who coordinates the program.

"Placing a trained volunteer in the home will support vulnerable people who need help with money management in order to stay in the community. This will also prevent or delay the need for guardianship in some cases."

Volunteers must be screened, complete extensive training, and meet stringent no-conflict of interest guidelines. The volunteer's money management activities will be continuously monitored by BEAS for quality assurance.

Persons who receive services through the program must live independently, demonstrate a need for the services, meet certain income and asset guidelines, and be capable of making informed decisions.

BEAS will be the program coordinator and develop policies needed to implement the Money Management Program. BEAS staff in the Berlin and Nashua District Offices will screen individuals for possible referrals.

AARP will provide training materials, help market the program and recruit volunteers. AARP also provides \$10,000 of insurance for each client against any financial loss due to the Money Management Program.

"This program will help protect those vulnerable to financial exploitation and allow more people to live independently in their homes and communities," said AARP New Hampshire State Director Dick Chevrefils.

Although the program is being piloted in Berlin and Nashua to start with, there is a good chance that it will eventually be implemented statewide, according to David Siress.

A State Advisory Council is being formed and will hold its first meeting in September.

For more information on the Money Management Program, or to discuss volunteering, contact David Siress at 1-800-351-1888, Ext. 0547.

AGING ISSUES

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www.dhhs.state.nh.us/DHHS/BEAS

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COMMISSIONER'S CORNER



COMMISSIONER JOHN A. STEPHEN

In June, the New Hampshire Legislature passed, and Governor John Lynch signed a budget that works to improve the lives of the seniors of the State. I am very proud of this budget, as the Department of Health and Human Services (DHHS) worked diligently to make this one focused on improving services to our seniors and I would like to take some time to share some of these important elements.

As you know, DHHS has been focused over the past year on finding ways to allow more seniors across New Hampshire to stay in their homes and communities. Our GraniteCare initiative took the commitment to community care, started in 1998, and moved to the top priority for long-term care for our elders. We have heard repeatedly from the seniors in the state, organizations like AARP, providers and family members that keeping seniors out of nursing homes should be our first priority.

This budget affirms that keeping seniors in their homes and communities is our top focus at DHHS, and we are thrilled that the legislators and the Governor have supported this policy. This provides tremendous momentum statewide and will result in better opportunities for our elders who need care.

The legislators responded to our thoughts as they developed the budget, and they added, at DHHS' request, a number of supporting initiatives that will help build an

infrastructure that will ensure that we maintain a high standard of quality in the community. These efforts are absolutely critical to rebalancing our long-term care system to make sure that seniors can choose where they want to get care.

Our first priority is to keep seniors healthy, so that they don't need long-term care. DHHS' goal is always, first and foremost, one of prevention and health promotion. That is why this budget includes funding for senior wellness programs statewide. These programs, which will be coordinated through senior centers across New Hampshire, are part of the State's dedication to protecting our seniors' health. We want all our citizens to enjoy healthy and productive lives, whether they are young or old. Programs like Strong Living and others that work to get our seniors exercising and moving are the first step to providing the resources to good health. Our senior centers also provide such a wonderful value to so many of our seniors.

Once seniors do need long-term care, there are a number of initiatives that this budget provides that will allow them to receive that care in their homes. One good example is that of TeleMedicine, or TeleHealth. This means that seniors have, in their homes, medical equipment that can monitor their health and provide information back to medical professionals through telephone lines, meaning fewer visits to the hospital and less need for home health care workers to do these same tests. This will allow seniors to be more actively involved in their own care and offer them more independence.

Another major concern for the seniors of the state is the ability to access the transportation to get the care they need. In order to keep elders in their homes and communities, they need to be able to go to doctor's appointments, senior centers and other activities. This means that New Hampshire needs to do a better job of coordinating our transportation services. Right now, we have vans sitting idle in various parts of the state, while seniors in other areas can't get a ride to an important event.

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News From The Mews

By Robert Montgomery

There must have been a ready audience awaiting *News From The Mews* because the response was gratifying. Several readers, including DHHS staffers, said they liked seeing stories about the regional committees on aging. Too often, it seems, the good work being done at the local level is not given the widespread recognition it deserves. We are grateful to ACOAs who have sent news items, but we want to grumble about those who haven't. If you're reading this and your regional committee isn't mentioned, please get in the pipeline for the Winter edition of Aging Issues (we will be going to press again in November and publishing in December, so please send me your news/announcements by **October 20th**.)

MANCHESTER ACOA REPORTS ON YEAR'S ACTIVITIES

Manchester ACOA traditionally holds a major annual event in observance of its longevity and its high impact on the community it serves. This year's event was held on June 12, and highlighted some impressive accomplishments on behalf of the aged and infirm.

Again leading the long list of community-based projects was the Senior Successability program, which gives Manchester's community leaders the opportunity to experience the challenges that seniors and persons with disabilities encounter in getting around. Joining the list of tenured projects was the third annual Sharing the Senior Experience, a program geared for high school students, to give them the facts and a deeper understanding about aging.

In addition, Manchester ACOA assigned representatives to attend meetings of the State Committee on Aging (SCOA) and three ACOA members joined the advisory board of Hillsborough County ServiceLink (Manchester). This ACOA also gave vigorous support to the new William B. Cashin Senior Center located on Manchester's West Side.

NORTH COUNTRY SENIOR ACTION TO CELEBRATE 34TH YEAR

Celebrating more than a quarter of a century of advocating for seniors, members of the North Country Senior Action will hold their 34th annual meeting on **Monday, September 19**, at the Beacon Resort in Lincoln, NH. Registration for the event begins at 8:30 am. The program includes keynote speaker Jo Moncher, Chief of the Bureau of Community Relations for the DHHS Division of Community-Based Care; and Denise Costello of the Consumer Fraud Division of the NH Attorney General's office.

A grand buffet luncheon will be served at 12:30, when Executive Councilor Ray Burton will also present the community service awards. Prepayment of \$21 for the day's activities must be made to Treasurer Bernadine Jesseman (**603-356-9331**) by **September 10**. For those who want to stay at the Beacon on the Sunday night before the meeting, there will be a special rate of \$79 per roomful.

SOLUTIONS BY SENIORS (ROCKINGHAM ACOA) POSTS NEW MISSION STATEMENT

The Rockingham County ACOA, now called Solutions By Seniors, has a new mission statement, the result of recent discussions on its future direction and goals. The statement reads as follows:

"To advocate for the well-being of older adults in all matters concerning quality of life – economic, health, housing, safety and transportation.

To encourage older adults to participate in civic affairs and community service opportunities. Promote intergenerational involvement as a natural and productive way of life, bringing value, respect and wellness to one's self.

To educate older adults about available resources affecting social issues of concern. To act as a catalyst to bring about solutions for the common good.

To eradicate the discriminatory practices of Ageism, Racism, and Sexism. To impact these negative attitudes by teaching and showing by example—high regard for equality, fairness and respect toward others."

Robert Montgomery is a member of the State Committee on Aging and the Manchester Regional Area Committee on Aging. He also writes a biweekly column, View From The Hill, for Neighborhood News Publications. He lives in Goffstown.

BEAS UPDATE *continued from page 1*

ports that enable people to live independently in their homes and communities. Services include, but are not limited to, adult day programs, congregate meals, home-delivered meals, homemaker and transportation.

A draft of the Plan was published on the BEAS website. Public comment sessions were held on July 19 at DHHS in Concord and on July 21 at the William B. Cashin Senior Activity Center in Manchester.

The final version of the State Plan on Aging is being reviewed by the federal government. Those who wish to read the final version can do so after October 1 by visiting the BEAS website at:

www.dhhs.state.nh.us/DHHS/BEAS

For more information and assistance regarding the services described in the State Plan on Aging, contact NH ServiceLink at **866-634-9412**.

From the Office of the Long-Term Care Ombudsman

Beginning this fall, NH Legal Assistance (NHLA) will be working with the Office of the Long-Term Care Ombudsman (OLTCO) to provide more information to residents of nursing and other long-term care facilities.

The OLTCO receives, investigates and resolves complaints or problems concerning residents. Other services include educational programs, consulting with facility staff and advocating for legislation, policies and regulations that will assist residents.

NHLA will provide information on resident rights, discharges and transfers, power of attorney (healthcare) and other issues of concern to persons living in long term care facilities and their families. For people who are deaf or hard of hearing and wish to attend these educational programs, assistive devices will be available. To request a sign language interpreter, please call Joan Marcous at **1-800-351-1888, Ext. 8352**, two weeks in advance.

NHLA is also reviewing a sample of discharge or transfer notices from nursing or other long-term care facilities to determine if these notices are consistent with state and federal laws and regulations. NHLA will provide a report to the OLTCO on whether the notices are legally sufficient.

In other news, a new training class for Certified Ombudsman Volunteer Representatives will be held between **September 26 and October 14, 2005** at the Department of Health and Human Services, Brown Building, 129 Pleasant St. in Concord (NH).

Volunteers support OLTCO staff in their mission by visiting facilities on a regular basis, helping to identify and resolve problems that residents may have, and advocating for the rights, safety and wellbeing of residents. For more information on volunteer training, call **1-800-442-5640** or **603-271-4375**. You can also visit the website at **www.dhhs.state.nh.us/DHHS/OLTCO**



Dick Jaeger, volunteer Meals On Wheels driver for the Mascoma Senior Center in Canaan (NH) delivers a meal to Arabelle Tucker. The Mascoma Senior Center provides 11,500 meals per year to 255 individuals aged 60 and older. Jaeger delivers meals in memory of his wife, who was also a Meals On Wheels driver.

Medicare & You

Dear HICEAS:

Can you tell me about the new prescription drug coverage under Medicare?

Signed, Mr. N, Dover, NH

Dear Mr. N:

Here are the facts about this important coverage from the NH Medicare Benefits Coalition:

- ✓ Starting January 1, 2006, Medicare prescription drug coverage will be available to all people with Medicare.
- ✓ Insurance companies and other private companies will contract with the Medicare program to offer a choice of drug coverage plans to help with your drug costs, no matter how your prescriptions are paid for now.
- ✓ Medicare prescription drug coverage will involve both brand name and generic drugs.
- ✓ You must sign up for a Medicare prescription drug plan to get this new coverage.
- ✓ The prescription drug provider plan names will be available later this fall. The enrollment dates are **November 15, 2005 through May 15, 2006.**
- ✓ The standard benefit involves a monthly premium, an annual deductible and co-insurance.
- ✓ **People with Medicare whose prescriptions are paid by NH Medicaid** will also be covered by the new Medicare prescription drug plans.
- ✓ **For other people who have limited income and resources**, they can apply for extra financial help to pay for the premium, deductible and co-insurance. The applications are available through the Social Security Administration.
 - If you apply for the extra help and qualify, you will only have a small payment for continuous drug coverage.
- ✓ Whether or not you qualify for extra help, Medicare prescription drug plans can still help you save money on drug costs and protect against higher drug costs in the future.
- ✓ If you currently have prescription drug coverage through a union or former employer, this fall you will receive a letter from that company, which will explain your options and how Medicare's prescription drug plan compares to your coverage.
 - Unless you have drug coverage now that is at least as good as Medicare prescription drug coverage, you should compare plans and consider joining a Medicare prescription drug plan.
 - Sign up for a Medicare prescription drug plan by May 15, 2006 to pay lower premiums.
- ✓ Medicare will help you learn more about your Medicare prescription drug plan options:
 - You'll receive the *Medicare & You* handbook in the mail this October with information about the plans in New Hampshire.
 - You can visit www.medicare.gov in October and use Medicare's Prescription Drug Plan Finder web tool to help you compare plans.
 - You can call **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**.
- ✓ In New Hampshire, for personal assistance in choosing a plan that fits your medical needs:
 - Call HICEAS – the Health Insurance Counseling, Education and Assistance Service at **1-800-852-3388**, or
 - Call or visit ServiceLink in or near your community at **1-866-634-9412**.

HICEAS stands for Health Insurance Counseling, Education and Assistance Service – the NH state insurance program designed to answer your questions about Medicare. HICEAS is funded by a grant from the Centers for Medicare & Medicaid Services and is administered by the DHHS Bureau of Elderly and Adult Services.

Choosing Quality Home Care

■ *By Rebecca Hutchinson*

Most people want to remain in their own homes as they age, and home care services are critical to this effort. Home care services can also assist family members who are caring for loved ones and need some additional support or respite from their ongoing responsibilities. With a little extra help, families can care for their elders, and elders can care for themselves, and maintain choice and control over their own lives.

Home care services include a wide range of health and social services. These services are delivered at home to persons in need of medical, nursing, social and/or therapeutic treatment and assistance with activities of daily living. If you are choosing home care assistance for the first time, here are some important steps to take to ensure that you or your loved one will receive quality care:



Arlene Sorrells with Hospice Nurse Aylene Wozmak. Photo courtesy of Home Healthcare, Hospice, and Community Services (Keene).

Determine what level of home care you need. Start by discussing your care needs with your doctor, nurse practitioner or another professional, such as a nurse or hospital social worker. You can also consult the home care agency in your area or call NH ServiceLink. If light housekeeping, errands, meal preparation and companionship are required, this type of care is given by *homemakers* or *home companions*. If assistance is needed with personal care tasks such as bathing, toileting, or mobility around the home, the services of a *home health aide* or *licensed nursing* assistant will be necessary. Other home care services can include skilled services such as physical therapy, occupational therapy and skilled nursing care.

Make sure the agency can meet your needs. Some agencies only offer homemakers or companions and cannot offer any personal or medical care. Also, they may not have a nurse supervising the care provided by their staff. Ask who supervises the care and what level of care the agency is licensed to provide.

Ask questions to determine the quality and reliability of the care. Reliable care delivered by caregivers who get to know you or your loved one is crucial.

- 1. Background Checks and Training.** What kind of screening does the agency do before hiring caregivers? Does this include criminal background checks? What kind of training does the agency provide to caregivers?
- 2. Attendance.** When calling agencies, ask for the agency's record of attendance with visits. What percentage of visits is fulfilled (this would be a "Reliability Rating")? How often do the caregivers come at the time they are scheduled to arrive? What system do they have to cover scheduled visits if the regular caregiver is unavailable?
- 3. Consistent caregivers who know your loved one.** A revolving door of caregivers does NOT mean quality care. Ask whether the same caregiver or team of caregivers is provided most of the time. How does the agency track their consistency?

4. Plan of Care. Does the agency provide the written plan of care required for any client receiving medical care? The agency is required to involve you in the plan of care, and your authorized representative, if you have one (one example of an authorized representative is someone to whom you have given durable power of attorney for health care).

5. Communication. In home care, with its one-on-one relationships, it is very important to make a match between the client and the caregiver. Communication is crucial to this effort. Will the agency welcome your feedback? How will you and the agency (and your authorized representative, if any) communicate about changes in your condition, whether the caregiver is meeting your needs and other important issues? Also, if you wish to involve family members in your care, you may want to give the agency permission to communicate with them, or a family member may be an authorized representative, as described above.

6. Policy. Does the agency provide written policy on its eligibility requirements, service costs and fees, and how emergencies are handled?

7. Costs and Fees. What costs are your responsibility, and what is covered by insurance? Who at the agency will explain that, and how is billing done?

8. Planning for the future. At some point, the agency may determine that home care is no longer needed, or your care needs may increase beyond the agency's scope of services. How will the agency help you plan for the future?

Taking the time to ask these important questions when looking for home care will help ensure that you or your loved ones receive the best possible care.

To find a home care agency in your area, contact the Home Care Association of NH at **800-639-1949** or access the association's website at www.homecare.nh.org. The Home Care Association represents the state's visiting nurse organizations and other licensed providers of home health care services, and is dedicated to assuring access to quality home care services in the state. Their website offers information about home care services, as well as a searchable database of home care agencies and services throughout New Hampshire.



Amy Holobowitz, RN, of the Lake Sunapee Regional Visiting Nurses Association with Leo Faucher.

Another resource is NH ServiceLink (call the toll-free number at **866-634-9412**), which can help you connect with the home care agency in your area.

For a complete listing of licensed home health agencies, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration at **1-800-852-3345, Ext. 4592** or access the website at www.dhhs.state.nh.us/DHHS/BHFA.

Rebecca Hutchinson is the President of Quality Care Partners, a home care agency located in Manchester, NH serving southern New Hampshire with services to the elderly and persons with disabilities.

COMMISSIONER'S CORNER

For this reason, the state budget includes a provision to develop a transportation brokerage to help people get the care and help they need. We have created a task force, working with other State Departments, including the Department of Transportation, that will work to simplify the process and give coordination to the many entities throughout the state that provide transportation. Living in your home or community should not mean that you are stuck in one place and can't get around.

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All these and other initiatives are part of a significant effort to give seniors who need care from the State the dignity and independence of staying in their own homes or in community settings. All of the pieces need to work together to make the whole system function smoothly and DHHS is putting considerable amounts of time and energy into making this happen. Stay tuned as we implement these changes and provide our seniors with the care they have requested.

The Law and You

The following question and answer is provided courtesy of Joanne Petito, the Directing Attorney at the Consumer Law Project For Seniors, NH Legal Assistance.

Q: *My wife and I are considering applying for a reverse mortgage on the home we’ve owned for nearly 40 years. This would give us some extra cash, but we’re not sure what’s involved. Can you tell us more?*

A: *There are a number of issues related to reverse mortgages, but here are the answers to some frequently asked questions:*

WHAT IS A REVERSE MORTGAGE?

A reverse mortgage is a loan that is secured by your home, but you do not make monthly payments. Instead, you receive cash. You must be at least 62 years old to get a reverse mortgage.

ARE ALL REVERSE MORTGAGES THE SAME?

No. This article discusses only the Home Equity Conversion Mortgage (“HECM”), which is the most widely available type of reverse mortgage. The federal government guarantees these mortgages and they are offered by private lenders. In this type of mortgage, you “cash out” all or part of the equity in your home, and you continue to live in your home. You can receive your cash in a lump sum, monthly payments, or a combination of both.

WHEN IS THE REVERSE MORTGAGE REPAYED?

The mortgage is repaid when the last borrower dies or permanently moves out of the home (generally defined as a period of 12 months). You will never owe more than the value of your home, even if the value of your home has decreased.

You can also be forced to repay the loan if you default. *You can default if you sell your home, fail to pay your property taxes, fail to maintain and repair your home, fail to keep your home insured, or declare bankruptcy.*

WHAT DO I GIVE UP WHEN I GET A REVERSE MORTGAGE?

You give up the equity in your home. After you take out a reverse mortgage, you will have reduced or no equity left in your home.

WHAT WILL HAPPEN IF I HAVE NO EQUITY LEFT IN MY HOME?

For most individuals, their home is their most valuable asset. Once you take out a reverse mortgage, your home is a less valuable asset because you have used up all or part of your equity. In addition, you would receive a smaller profit or no profit at all, if you decide to sell your home, since you will have reduced the equity in it, and the mortgage will become due. Before taking out a reverse mortgage, you should consider your current needs and anticipated future expenses, such as possible rising health costs, anticipated long-term care or nursing costs, and costs required to keep up your home while you live in it.

A reverse mortgage will also affect your heirs. If you have no equity in your home, you will not be able to pass your home on to your heirs. This affects your heirs, not you.

WILL A REVERSE MORTGAGE PAY OFF ALL OF THE EXPENSES ASSOCIATED WITH MY HOME?

No. If you have a regular mortgage on your home and you decide to take out a reverse mortgage, your regular mortgage will be paid off through the reverse mortgage. *However, you must still pay property taxes and continue general maintenance of your home – failure to do so could result in default and the mortgage will become due.*

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HONORED

continued from page 1

needs to work toward adequate funding for services and programs that will support New Hampshire seniors. As both a SCOA member and a citizen I will continue to advocate for these needs.”

In a separate statement, DHHS Commissioner John Stephen said, “Mendon MacDonald has been a strong advocate for seniors across New Hampshire. The Department of Health and Human Services is grateful for



his leadership to SCOA and his partnership with our Department. I look forward to Mendon’s continued leadership, and will always welcome his commitment and contribution to seniors in this State.”

Susan Presby (Littleton), who will take the reins of SCOA on September 1, is an attorney

who graduated Cum Laude from the University of Massachusetts (1980), and earned a JD in 1983 from Franklin Pierce Law School in Concord (NH). She practiced law in Massachusetts for 11 years before her marriage and the move to New Hampshire, and is still a member of the Massachusetts Bar Association.

Among her many activities, Presby chairs the board of the Littleton Regional Hospital. She is one of the Co-Retail Managers of the Mount Washington Cog Railway, and a Partner in the Mount Washington Hotel and Resort at Bretton Woods.

Presby has fond memories of the time she spent with her grandmother and her husband’s grandparents. She also became familiar with different types of long-term care, since her grandmother lived at the Grafton County Nursing Home for several years, and her husband’s grandparents received care at home. She is especially interested in nursing home care and in educating seniors about available resources.

“I am particularly interested in making sure that education and services are made available to meet the needs of a particular geographic area of the state. For example, transportation is the key issue among seniors, but that has a different meaning for a senior in Concord or Manchester than it does for a senior in Pittsburg or Whitefield. A search for parity seems to be the best word to describe what I am looking for.”

Presby’s husband Wayne is the President of the Cog Railway and the Chairman of the Mount Washington Hotel and Resort at Bretton Woods. The couple have a ten-year old daughter Abigail. While Presby doesn’t have a lot of time for hobbies, she enjoys flying with her brother-in-law David Presby, in his 1942 BT-13 Trainer Plane, which she says is just like the ones in the old war movies. “Flying with him in that plane is one of my favorite things. Seeing NH from that perspective is incredible.”

Lucille Karatzas, Elder Services Director at the Seacoast Mental Health Center, coordinates the statewide REAP program.

“More than 3,000 people per year are reached through the statewide REAP program, and the demand for services is increasing,” said Karatzas. “The brief counseling sessions have increased the quality of life for many of our elders. In addition, there is a domino effect, in that families and neighbors also benefit when problems are addressed early.”

In addition to working with individuals, REAP counselors also provide information to housing staff and other professionals in the community to help them deal with specific issues and make referrals.

REAP is funded by the NH Housing Finance Authority, the DHHS Bureaus of Behavioral Health and Elderly and Adult Services, and the Governor’s Commission on Alcohol and Drug Abuse Prevention, Intervention and Treatment.

To find out more about REAP, call NH ServiceLink at **866-634-9412** or your local community mental health center (see listing on pg 7 of *Aging Issues*).

WHAT IS ALCOHOL OR DRUG MISUSE?

Although not everyone who drinks regularly has a drinking problem, the National Institute on Alcohol

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REAPing The Benefits of Healthy Living

Do you know someone who struggles with depression, anxiety or loss? Are you worried that a friend or relative is drinking too much or cannot manage medicines safely? If so, a REAP counselor may be able to help.

REAP (Referral Education, Assistance and Prevention Program) is available in communities statewide, and offers free and confidential counseling and education services to help older adults understand and deal with life changes, and to address problems related to medication misuse or alcohol. Brief counseling is offered to adults in their own homes. REAP services are also available to family members who are concerned about their elders.

Typical calls received by REAP include concerns about someone whose daily patterns have changed suddenly. Some examples of this are: sudden, unexplained weight loss or increased sadness, isolation, irritability, and worrying. Talking to a counselor about these concerns can lead to improved quality of life as the problems are put into perspective and the person is connected with available resources.

One very common issue is medication and alcohol misuse. What happens when someone misuses medication or alcohol? Dangerous reactions can occur when medicines are not taken according to directions or when medicines are mixed with alcohol. Existing health problems often get worse. There is a higher risk of falls, fires or other accidents.

But the good news is, there is help. Contrary to popular opinion, getting older does not mean having to live with depression or anxiety. And older persons with alcohol or drug problems, once in treatment, have a recovery rate that is as high or higher than that of their younger counterparts.

Kay, a 72-year old woman lives alone in a housing complex for elderly and adults with disabilities. Kay was referred to REAP by a neighbor, who was concerned that Kay was depressed and not eating enough.

After visiting and talking with Kay, the counselor recommended that Kay see her primary care doctor, explaining to Kay that her condition was not unusual and was actually quite treatable. With Kay’s permission and in Kay’s presence, the counselor communicated some of her concerns to the doctor.

Kay’s doctor determined that some of her heart medication was not working adequately due to poor nutrition and dehydration. These problems would improve quickly once Kay understood the connection.

Following the appointment, the REAP counselor helped Kay arrange for home-delivered meals and discussed both nutrition and alcohol use. The doctor also prescribed a mild antidepressant. Kay is now doing much better. She is getting out more, has resumed her previous activities and continues to live independently.

In another situation, Mary, a 79-year old married woman was referred to REAP by NH ServiceLink. She had called to inquire about legal assistance around divorcing her husband of 50 years. Mary was seen in her home by the REAP counselor.

As Mary told her story, it became clear that she was no longer able to care for her husband John, a very large man with a clear substance abuse problem, who required a great deal of physical care. Mary was encouraged to speak with John about her concerns and to get her children involved in confronting the issue of alcohol abuse and self-neglect.

After three sessions with Mary, and two sessions with her and three of their adult children, John agreed to go into a hospital for a physical evaluation, including a review of his nutrition and alcohol consumption. He eventually moved to an assisted living facility, where he is thriving. Divorce proceedings are no longer needed, and the couple has been able to spend quality time together on a regular basis.

There are 28 REAP counselors statewide, working through the 10 community mental health centers.

Calendar

State Committee on Aging Meetings

For information, call BEAS at (1-800-351-1888, Ext. 8772).

Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

- Belknap** – Third Tuesday of each month at 1pm, at varying locations
- Carroll** – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH
- Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)** – Third Wednesday of each month at 9am, at varying locations
- Coos** – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations.
- Grafton** – Meets every other month, on the second Monday, at the Plymouth Regional Senior Center, Depot Square in Plymouth. Call the senior center at **603-536-1204** or email carolynw@nhsenior.com Upcoming meeting dates: October 10, December 12. All meetings start at 9:30 am.

- Greater Manchester** – Third Thursday of each month, at 1:30 pm, at the William B. Cashin Senior Activity Center, 151 Douglas St., on Manchester’s West Side (Telephone: **603-624-6536**)
- Greater Nashua** – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center, 70 Temple St. in Nashua (Telephone: **603-889-6155**)
- Merrimack** – Third Tuesday of each month, at 10:30 am, at varying locations
- Rockingham** – Third Tuesday of each month, at 10am, at the Rockingham County Complex in Brentwood. (Call **664-9827** for more information.)
- Strafford** – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester. For more information, contact the Committee Chair listed on page 8 of *Aging Issues*.
- Sullivan (Sullivan/Kearsage Senior Advocates, covering Sullivan County and northwestern Merrimack County)** – Second Tuesday of each month, at 9:30 am, at varying locations.
- North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** – Fourth Friday of each month, at 9:30 am, at varying locations. Members of North Country Senior Action will hold their 34th annual meeting on **Monday, September 19**, at the Beacon Resort in Lincoln, NH. Registration for the event begins at 8:30 am (for details, see the update from Bob Montgomery on page 3 of *Aging Issues*)

REAPING THE BENEFITS

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Abuse and Alcoholism (NIAAA) recommends that people consider getting help if they:

- Hurt themselves or someone else while drinking;
- Have medical, social or financial problems caused by drinking;
- Drink to calm their nerves or reduce depression;
- Often drink alone, need more alcohol to get high or feel irritable, resentful or unreasonable when they are not drinking.

Regarding drug misuse, for older persons this generally means that they do not use medicines (either prescription or over-the-counter drugs) safely. Accord-

ing to the National Institute on Aging, some examples of unsafe medication use can include:

- Not taking medication as prescribed (in some cases, people do not have a system for remembering how to take their medicines);
- Mixing alcohol with medicines; or
- Taking excessive amounts of over-the-counter drugs.

People may also go to more than one medical provider to obtain duplicate amounts of prescription medications that are addictive (for example, sleeping medication or painkillers).

THE LAW & YOU *continued from page 5*

HOW MUCH MONEY WILL I RECEIVE IF I TAKE OUT A REVERSE MORTGAGE?

The amount that you will receive depends on your age, the market value of your house, and the amount of equity you have in your house. You will not receive the full value of all of the equity in your home – you may receive only half the value of your equity. In addition, these loans are very expensive – the costs associated with a reverse mortgage are much higher than for a regular mortgage, and they vary from lender to lender.

In general, the older you are, the more money you receive. You also receive more money when interest rates are lower. In addition, you will receive more if your house is worth more and if you have a lot of equity in your home. Remember, with a reverse mortgage, you receive money only for the equity in your home – not for any amounts that you owe on the home.

HOW CAN I FIND OUT MORE ABOUT REVERSE MORTGAGES?

Before taking out a reverse mortgage, you must attend a reverse mortgage counseling session. It is advisable to attend a one-on-one, in-person counseling session from someone other than the lender.

- ◆ Counseling sessions are provided free of charge by the New Hampshire Housing Finance Authority, (Telephone: **1-800-649-0470**).
- ◆ Homeowner Options for Massachusetts Elders, a non-profit organization, (Telephone: **1-800-583-5337**, offers a wide range of homeownership counseling for elders in **Rockingham and Strafford Counties**, covering reverse mortgages as well as alternatives.
- ◆ AARP offers its publication *Home Made Money, A Consumer’s Guide to Reverse Mortgages*, and other information regarding reverse mortgages is available free of charge on its website, www.aarp.org.

As always, before you sign any mortgage papers, make sure that you know: (1) what you want; (2) what you are getting; (3) how much it is costing you; and (4) that the amount of money you are receiving is enough to accomplish your goals.

NHLA provides representation, brief services, and advice free of charge to seniors on consumer issues, including lending matters, mortgage and foreclosure issues, debt collection and harassment, and bankruptcy, through its Consumer Law Project for Seniors. You can access this project by calling NHLA’s Senior Advice Line from 9 am to noon on Monday, Tuesday, Thursday, and Friday, and from 1-4 pm on Wednesday. Toll-free number: **1-888-353-9944** or in Manchester only, **603-624-6000**. TTY: **1-800-634-8989**.

With A Little Help Grandparents Raising Grandchildren

■ *By Dennis Hett*

Throughout human history grandparents have played an active part in the lives of their grandchildren. Although the parents provided the basic necessities and primary care for their children, there was always the additional support of the grandparents.

Sometimes due to unforeseen circumstances, and a host of other issues, the parents are unable to be present in their child’s life. Sometimes it is just a temporary situation such as illness or turmoil where the grandparent takes on the temporary role of “parent” until the child’s parent is able to take up their responsibilities again. But, if the parent is incapable to care for the child over the long term, becomes seriously incapacitated, incarcerated, or has died, the caregiving role may become permanent.

You may be surprised to know that this happens more often than you may imagine. One child in twelve (nearly six million) lives with and is being raised by their grandparents in this country. According to statistics from AARP over 4,000 grandparents in New Hampshire are raising their grandchildren in absence of their parents.

This full-time care of their grandchildren may come as a surprise to the grandparent. It is almost always a return to responsibilities they thought were long past. Grandparents have already met that challenge once with their own children. Some regard the return to parenting late in life as a blessing and are grateful to form a deeper bond with their grandchildren. Others may enjoy the pleasures, but resent the responsibility and inconveniences, not to mention the legal, financial and emotional issues involved.

However the grandparent chooses to face this task, he or she soon faces the challenge of keeping the “grandparent” identity while acting as a parent. Accepting responsibilities for grandchildren changes this relationship.

One grandparent I spoke with mentioned that the hardest part of raising her granddaughter is that she was no longer able to be a “grandparent”. Grandparents can relate to their grandchildren in ways that a parent cannot. Grandparents can “spoil” and indulge their grandchildren. They may have more time to listen to and guide the child. They may see the child less often, leaving less opportunity for conflict.

The caregiving grandparent relates to the child daily: enforcing rules, cooking, cleaning, laundry, shopping, and dealing with school schedules and homework. Caregiving grandparents can become so busy acting as parents that they have less time to act as grandparents.

What can you do to keep your balance in this situation?

Here are some suggestions. You need only to remember that you are still the grandparent, and you have the right to act like a grandparent every now and then:

- ◆ Make time now and then to sit down and talk with your grandchild.
- ◆ Share a funny story about the child’s parent when he/she was growing up (especially if you are the parent of the absent father or mother).
- ◆ Give the grandchild a simple unexpected gift. Be sure to present it with excitement.
- ◆ Seek out other grandparents in similar situations and share ideas and resources.

Above all, listen to the child when they share their feelings with you. That sympathetic ear may be the most wonderful gift any grandma or grandpa can give to a grandchild.

And don’t forget to take care of yourself. You are important too! Taking one day at a time and accepting the help that is available can go a long way toward making things easier.

TO LEARN MORE:

Grandparents raising one or more grandchildren can find encouragement and information at the website www.raisingyourgrandchildren.com or www.gransplace.com. These are helpful resources that deal with issues like finances, health care, legal issues and dealing with stress.

AARP’s Grandparent Information Center provides a website, a newsletter, *The GIC Voice*, for grandparents raising grandchildren and other resources. To learn more, go to the website at www.aarp.org/families/grandparents, or send an email message to gic@aarp.org or call **1-888-OUR-AARP (1-888-687-2277)**.

You can even locate New Hampshire grandparent support groups by visiting www.grandparentagain.com or www.gransplace.com. Be sure to call to confirm meeting times and places.

Dennis Hett is the Director of Hillsborough County ServiceLink (Manchester).

NH ServiceLink Network	
Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living. Call toll-free 1-866-634-9412 to connect with any ServiceLink site, or visit the website at www.ServiceLink.org	
Site Location	Telephone*
Belknap County ServiceLink (Laconia)	528-3790
Carroll County ServiceLink (Chocorua)	323-9394
Coos County ServiceLink (Berlin)	752-6407
Grafton County ServiceLink	
Lebanon	448-1558
Littleton	444-4498
Hillsborough County ServiceLink	
Manchester	644-2240
Nashua	598-7409
Merrimack County ServiceLink (Concord)	228-6625
Monadnock (Cheshire County)	357-1922
ServiceLink (Keene)	
Rockingham County ServiceLink	
Portsmouth	334-6593
Salem	893-9769
Strafford County ServiceLink (Rochester)	332-7398
Sullivan County ServiceLink (Claremont)	542-5177
* All area codes are 603	

Bureau of Behavioral Health: Community Mental Health Centers	
Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. All CMHCs have specialized services as well as Directors of Older Adult Mental Health Services. For more information, call Todd Ringelstein, Administrator of Older Adult Mental Health Services at BBH, at 1-800-852-3345, Ext. 5094 . You can also call NH ServiceLink at 1-866-634-9412 to locate the CMHC in your area.	
Location	Telephone*
Concord (Riverbend Community Mental Health)	228-2101
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County)	749-3244
Keene (Monadnock Family Services)	357-6878
Laconia (GENESIS Behavioral Health)	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.)	448-0126
Manchester (Mental Health Center of Greater Manchester)	668-4411
Nashua (Community Council of Nashua NH Inc)	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management)	434-1577
* All area codes are 603	

Bureau of Developmental Services: Area Agencies		
The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 12 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5034 or visit the website at www.dhhs.state.nh.us/DHHS/BDS		
Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Developmental Services of Sullivan County (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia)	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord)	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene)	352-1304 or 800-469-6082
VI	Area Agency of Greater Nashua, Inc.	882-6333
VII	Moore Center Services, Inc. (Manchester)	668-5423
VIII	Community Developmental Services Agency, Inc. (Portsmouth)	436-6111
IX	Behavioral Health & Developmental Services of Strafford County, Inc. (Dover)	749-4015
X	Community Support Services Inc. (Salem)	893-1299
XI	Center of Hope For Developmental Disabilities (Center Conway)	356-6921
XII	United Developmental Services (Lebanon)	448-2077
* All area codes are 603		

Adult Day Programs In New Hampshire	
Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (Telephone: 1-800-852-3345, Ext. 4592) or visit the website at: www.dhhs.state.nh.us/DHHS/BHFA	
Location	Telephone*
Bedford (Elliot Adult Day Program at the Arb)	624-9588
Berlin (Alzheimer’s Respite Community Center)	752-3336
Brentwood (Rockingham County Nursing Home)	679-5335
Concord (TLC Medical Day Care For Adults)	224-8171
Concord (TLC Medical Day Care For Adults II) Concord	224-8171
Derry (Vintage Grace)	425-6339
Hampton (Seaside Elderly Day Out Center)	929-5988
Hanover (Kendal at Hanover Adult Day Care)	643-8900
Hudson (Adult Day Service Program)	883-0994
Keene (Castle Center for Adult Group Day Care)	352-2253
Laconia (Easter Seals Adult Day Services)	524-0272
Lebanon (Upper Valley Senior Center: Good Company D)	448-4213
Londonderry (Regency Senior Care Center)	434-9773
Manchester (Easter Seal Society of NH)	623-8863
Manchester (Elliot Adult Day Program)	663-2405
Nashua (St. Joseph Adult Day Health Center)	598-2470
Newport (Connecticut Valley Home Care Day Out)	542-7771
No. Conway (Merriman House)	356-5461
North Haverhill (Horse Meadow Senior Center)	787-2539
Peterborough (Monadnock Adult Care Center,)	924-8620
Plymouth (Regional Senior Center Adult Day Care)	448-4897
Portsmouth (Compass Care)	430-8615
Rochester (Homemakers of Strafford County)	335-1770
Salem (Silverthorne Adult Day Care Center)	693-4799
Seabrook (Cousins Adult Day Care)	474-6099
Temple (Maple Hill Community)	878-0717
Wolfeboro (Huggins Hospital-Adult Day Care)	569-7500
Wolfeboro (The Stevens Center)	569-3350
* All area codes are 603.	

Senior Centers			
Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603). You can also call NH ServiceLink at 866-634-9412 .			
Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton*	875-7102	Manchester (William B. Cashin Senior Ctr)	624-6535 or 624-6536
Atkinson	362-5531	Manchester (Prime Time)	663-6333
Belmont*	267-9867	Meredith*	279-5631
Berlin*	752-2545	Merrimack (John O’Leary)* ...	424-2100
Berlin (Holiday Center)	752-1413	Moultonboro*	476-5110
Bradford*	938-2104	Nashua (Senior Activity)*	889-6155
Bristol*	744-8395	New London	
Canaan (Mascoma Area)*	523-4333	(Kearsarge Council)	526-6862
Center Ossipee*	539-6851	Newmarket	659-3150
Charlestown*	826-5987	Newport	863-5139
Claremont*	543-5998	North Conway (Gibson)*	356-3231
Colebrook (Colby Commons)*	237-4957	North Haverhill	
Concord (Centennial)	228-6630	(Horsemeadow)*	787-2539
Concord (Horseshoe Pond)*	228-6956	Orford*	353-9107
Danbury*	768-3424	Pelham*	635-3800
Derry (Marion-Gerrish)	434-5148	Penacook	753-9700
Dover	742-6916	Pittsfield*	435-8482
Exeter	778-8196	Plaistow (Vic Geary)	382-5995
Franklin (T.R.I.P.)*	934-4151	Plymouth*	536-1204
Hanover	643-5531	Portsmouth*	431-8677
Henniker (White Birch)	428-7860	Raymond (Ray-Fre)	895-3258
Hudson	594-1155	Rochester	332-7845
Keene*	352-5037	Salem*	890-2190
Laconia*	524-7689	Suncook	485-4254
Lebanon (Upper Valley)*	448-4213	Whitefield*	837-2424
Lincoln (Linwood)*	745-4705	Windham	434-2411
Littleton*	444-6050		
Londonderry	432-7509		
* Senior centers marked with an asterisk are members of the NH Association of Senior Centers.			

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Administrator:** Douglas P. McNutt
- Central Office:** 129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.
NH ServiceLink Network: 866-634-9412

- Adult Protection:** See below.
- NH Family Caregiver Support Program:** This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.
- Senior Prescription Drug Discount Program (For persons age 65 and older):** Call 888-580-8902.
- Long-Term Care Ombudsman:** The Long-Term Care Ombudsman Program receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at 1-800-949-0470 (if calling within NH) or 603-271-7014 (if calling outside NH).			
Berlin	800-972-6111 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Nashua	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Portsmouth	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 603-332-9120
Laconia	800-322-2121 603-524-4485	Salem	800-852-7492 603-893-9763

Commodity Supplemental Food Program	800-942-4321
Consumer Protection for Public Utilities	800-852-3793
Consumer Protection for Insurance	800-352-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	603-271-8317
Governor’s Citizens Service	800-852-3456
HICEAS <i>(Health Insurance Counseling, Education Assistance)</i>	800-852-3388
Legal Services Advice Line <i>(for Manchester residents only)</i>	888-353-9944 or TTY: 800-634-8989 603-624-6000
Medicaid Information	800-852-3345
Medicare Claims Information	800-447-1142
Medicare Quality of Care	800-772-0151
New Hampshire Help Line	800-852-3388
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Senior Companion Program	800-856-5525
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. **Call 1-800-351-1888, Ext. 8772** for more information.

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page seven of *Aging Issues*.

BELKNAP COUNTY Mary Frost Gilford 524-2974	HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel Nashua 882-5502
CARROLL COUNTY Dorothy Solomon Albany 447-1199	MERRIMACK COUNTY Jacqelyne Jennings, Co-Chair Bow 224-1710
CHESHIRE COUNTY James Beeler Keene 399-4465	ROCKINGHAM COUNTY John Hoar, Co-Chair Barnstead 776-1055
COOS COUNTY Suzanne Kearns, Co-Chair Berlin 752-3010 Dona Larsen, Co-Chair Berlin 752-1100	STRAFFORD COUNTY Becky May, Co-Chair Rochester 740-9594 Darlene Smith Dover 742-7406
GRAFTON COUNTY Wes Gardner Plymouth 536-1144	SULLIVAN COUNTY Bunny Perry, Acting Chair Newport 863-1146
HILLSBOROUGH COUNTY (Greater Manchester) Beverly Arel, Co-Chair Bedford 472-8341 Philip Valley, Co-Chair Manchester 206-2741	NO. COUNTRY SR. ACTION Dona Larsen Berlin 752-1100

Hon. Peter Batula 12 Paige Drive Merrimack 03054-2837 424-6091	Dr. Mendon MacDonald 3 Greystone Place Laconia 03246 524-2515
Kenneth Brooks 49 Technology Drive, Apt. #57 Bedford 03110 647-4240	Margaret “Marge” McClellan 112 Jolbert Street Berlin 03570 752-1505
Hon. Robert Chabot 73 Joseph St. Manchester 03102 625-5617	Robert Montgomery 24 Mountain Road, 3C Goffstown 03045 497-3992
Violet Constant 28 Portsmouth Street Concord 03301 225-5443	Judith Pilliod 504 Province Road Belmont 03220 524-3047
Darwin Farber 12 Meadowood Drive Exeter 03833 772-4341	Susan Presby (Chairman) 83 Elm Street Littleton 03561 444-0335
Robert Forsing 12 Green Road Raymond 03077 895-9451	Dorothy Solomon Box 993 Albany 03818 447-1199
Dr. Owen Houghton 262 Nutting Road Jaffrey 03452 532-6970	